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N IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit 2743

Examiner Not Assigned

In Re: Alec Miloslavsky
Case: P3253
Serial No.: 08/948,530
Filed: 10/09/97
Subject: Apparatus and Methods Enhancing Call Routing
To And Within Call-Centers

Commissioner of Patents and Trademarks
Washington, D.C. 20231

Dear Sir:

Fax Cover

Attention Corrected Filing Receipt Division

The following documents are transmitted herewith
Total Including Cover
6 sheets

1. Cover (1 sheet)
2. Copy of Declaration and Power of Attorney (2 sheet)
3. Request for correction of filing receipt (1 sheet)
4. Copy of filing receipt with corrections indicated thereon (1 sheet)
5. Copy of Page 1 of the filed specification (1 sheet)

RECEIVED

98 JUL 28 AM 9:57

GROUP 2700

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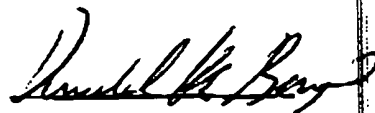
Commissioner of Patents and Trademarks
Washington, D.C. 20231

Dear Sir:

Request For Correction Of Filing Receipt

We received a filing receipt along with a Notice to File Missing Parts of Application mailed 02/17/98. We answered the Notice with a signed Declaration and Power of Attorney. However there is some information on the filing receipt that is erroneous such as the absence of priority claim. Submitted herewith is a copy of the sent filing receipt with corrections indicated thereon, a copy of the signed Declaration and Power of Attorney with the correct priority claims indicated thereon and a copy of page 1 of the filed specification with correct priority indicated thereon. Applicant respectfully requests that a new filing receipt be issued and the USPTO computer system be corrected to indicate the correct information. If any fees are required authorization is hereby given to charge them to deposit account No. 50-0534.

Respectfully submitted, Alec Miloslavsky



By Donald R. Boys
Reg. No. 35,074

Donald R. Boys
Central Coast Patent Agency
P.O. Box 187
Aromas, CA 95004
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Fax (408) 726-3475



Patent and Trademark Office
 ASSISTANT SECRETARY AND COMMISSIONER
 OF PATENTS AND TRADEMARKS
 Washington, D.C. 20591

APPLICATION NUMBER	FILING DATE	GRP ART UNIT	FIL FEE REC'D	ATTORNEY DOCKET NO.	DRWS	TOT CL	IND CL
08/948,530	10/09/97	2743	\$872.00 P3253		7	13	4

DONALD R BOYS
 P O BOX 187
 AROMAS CA 95004

Receipt is acknowledged of this nonprovisional Patent Application. It will be considered in its order and you will be notified as to the results of the examination. Be sure to provide the U.S. APPLICATION NUMBER, FILING DATE, NAME OF APPLICANT, and TITLE OF INVENTION when inquiring about this application. Fees transmitted by check or draft are subject to collection. Please verify the accuracy of the data presented on this receipt. If an error is noted on this Filing Receipt, please note to the Application Processing Division's Customer Correction Branch within 10 days of receipt. Please provide a copy of the Filing Receipt with the change noted thereon.

Applicant(s)

ALEC-MILOSLAVSKY, SAN CARLOS, CA.

FOREIGN FILING LICENSE GRANTED 02/14/98

TITLE

APPARATUS AND METHODS ENHANCING CALL ROUTING TO AND WITHIN
 CALL-CENTERS

PRELIMINARY CLASS: 379

CORRECT PRIORITY DATA SHOULD READ AS FOLLOWS -

CONTINUING DATA AS CLAIMED BY APPLICANT -

THIS APPLICATION IS DIVISIONAL APPLN OF 08/928,410 - 09/12/97

WHICH IS A CIP OF APPLN 08/866,357 - 05/30/97

WHICH IS A CIP OF APPLN 08/802,660 - 02/19/97

WHICH IS A CIP OF APPLN 08/797,418 - 02/10/97

(see reverse)

DECLARATION AND POWER OF ATTORNEY FOR PATENT APPLICATION

ATTORNEY DOCKET NO. P3253

As a below named inventor, I hereby declare that: My residence, post office address and citizenship are as stated below next to my name. I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled: Apparatus and Methods Enhancing Call Routing To And Within Call-Centers

the specification of which (check one) ☐ is attached hereto.

☒ was filed on: 10/09/97

☒ Application Serial No. 08/948,530

☐ and was amended on _____

(If applicable)

I hereby state that I have reviewed and understood the contents of the above-identified specification, including the claims, as amended by any amendment referred to above. I acknowledge the duty to disclose information which is material to the examination of this application in accordance with Title 37, Code of Federal Regulations, § 1.56(a). In the case that the present application is a continuation-in-part application, I further acknowledge the duty to disclose material information as defined in 37 CFR § 1.56(a) which became available between the filing date of the prior application and the filing date of the present application. I hereby claim foreign priority benefits under Title 35, United States Code § 119 of any foreign applications for patent or inventor's certificate listed below and have also identified below any foreign application for patent or inventor's certificate having a filing date before that of the application on which priority is claimed;

Prior Foreign Application(s)

(Number)	(Country)	(Day/Month/Year Filed)
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(Number)	(Country)	(Day/Month/Year Filed)
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I hereby claim the benefit under Title 35, United States Code, § 120 of any United States application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United States Code, § 112, I acknowledge the duty to disclose material information as defined in Title 37, Code of Federal Regulations, § 1.56(a) which occurred between the filing date of the prior application and the national or PCT international filing date of this application.

(Application Serial No.): 08/928,410 (Filing Date): 09/12/97 (Status): pending

(Application Serial No.): 08/866,357 (Filing Date): 05/30/97 (Status): pending

(Application Serial No.): 08/802,660 (Filing Date): 02/19/97 (Status): pending

(Application Serial No.): 08/797,418 (Filing Date): 02/10/97 (Status): pending

(Application Serial No.): _____ (Filing Date): _____ (Status): _____

POWER OF ATTORNEY: As a named inventor, I hereby appoint the following attorney(s) and/or agent(s) to prosecute this application and transact all business in the Patent and Trademark Office connected therewith.
(List name and registration number)

Name: Donald R. Boys

Reg. No. 35,074

SEND CORRESPONDENCE TO:

Donald R. Boys

P.O. Box 187

Aromas, CA 95004

DIRECT TELEPHONE CALLS TO:

Donald R. Boys (408) 726-1457

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

Full name of sole or first inventor: Alec Miloslavsky

1st inventor's signature: [Signature]

Residence: 20 Boroughwood Place, Hillsborough, CA 94018

Post Office Address: Same

Citizenship: US

Dated: 3/15/98

Full name of 2nd joint inventor, if any: _____

2nd inventor's signature: _____

Residence: _____

Citizenship: _____

Dated: _____

Post Office Address: _____

Full name of 3rd joint inventor, if any: _____

3rd inventor's signature: _____

Residence: _____

Citizenship: _____

Dated: _____

Post Office Address: _____

Full name of 4th joint inventor, if any: _____

4th inventor's signature: _____

Residence: _____

Citizenship: _____

Dated: _____

Post Office Address: _____

Full name of 5th joint inventor, if any: _____

5th inventor's signature: _____

Residence: _____

Citizenship: _____

Dated: _____

Post Office Address: _____

Full name of 6th joint inventor, if any: _____

6th inventor's signature: _____

Residence: _____

Citizenship: _____

Dated: _____

Post Office Address: _____

Full name of 7th joint inventor, if any: _____

7th inventor's signature: _____

Residence: _____

Citizenship: _____

Dated: _____

Post Office Address: _____

Full name of 8th joint inventor, if any: _____

8th inventor's signature: _____

Residence: _____

Citizenship: _____

Dated: _____

Post Office Address: _____

Declaration and Power of Attorney- Page 2

Apparatus and Methods Enhancing Call Routing To And Within Call-Centers

*By Inventor
Alec Miloslavsky*

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Field of the Invention

The present invention is in the area of telephone call processing and
10 switching, and pertains more particularly to intelligent call-routing systems.

Cross-Reference to Related Documents

The present patent application is a Divisional application of
15 copending patent application 08/928,410 filed on September 12, 1997,
which is a Continuation-in Part (CIP) of application 08/866,357, which is a
CIP of application 08/802,660, which is a CIP of application 797,418. The
prior applications are incorporated herein in their entirety by reference.

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Background of the Invention

Telephone call processing and switching systems are, at the time of
the present patent application, relatively sophisticated, computerized
systems, and development and introduction of new systems continues,
25 including Internet-based telephony systems, which are known in the art as
Internet Protocol Telephony (IPT) systems. It is also true that the older
telephony call-switching networks, and the more recent Internet telephony